State Of Montana

Agency IT Plan

FOR FY2010 - FY2015 IT PLAN UPDATE

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

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INFORMATION TECHNOLOGY SERVICES DIVISION

Dick Clark, CIO

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TABLE OF CONTENTS

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EXECUTIVE SUMMARY

The Montana Public Employee Retirement Administration (MPERA) is the executive staff to the Montana Public Employees' Retirement Board (PERB). PERB administers 10 separate retirement plans. PERB is administratively attached to the Department of Administration. PERB approves its annual budget and has hiring/firing authority of its administrative staff. PERB has fiduciary responsibility for the retirement plans and trust funds and is committed to acting in the best interest of the members and beneficiaries. MPERA's mission is to efficiently provide quality benefits, education and service to help our plan members and beneficiaries achieve a quality retirement.

To accomplish this mission MPERA must work with its stakeholders: the members, employers, lawmakers, taxpayers and employee groups. To provide quality education, communication, service and resources to those stakeholders, we need to efficiently and effectively use information technology resources.

The primary theme of the MPERA FY2010-FY2015 IT Strategic Plan is to continue to provide timely processing of contributions and benefits, to protect individual privacy and the privacy of information contained within our systems, to provide secure internet access to education resources, account information, forms, published documents and other resources to our stakeholders, to implement improved and new technology where feasible and to continually strive to perform more efficiently and effectively, balancing our staff, technology and resources to produce the maximum value for the time, effort and budget we invest.

SECTION 1: AGENCY CONTACT INFORMATION

Agency Name: Montana Public Employee Retirement Administration

Role: Plan Owner

Name:	Barbara Quinn	Name:
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Role: IT Contact

Name:	June Dosier	Name:
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Role: IT Contact (Alternate)

Name:

Telephone Number:

EMail Address:

SECTION 2: AGENCY IT MISSION

2.1 Agency IT Mission Statement

The Montana Public Employee Retirement Administration will efficiently provide quality benefits; education and service to help our plan members and beneficiaries achieve a quality retirement.

The Montana Public Employee Retirement Administration's Information Technology unit will provide and maintain cost effective and user friendly technology systems to support MPERA staff and ensure quality service and information is provided to MPERA stakeholders: the members, employers, lawmakers, taxpayers and employee groups.

SECTION 3: AGENCY SECURITY PROGRAM

3.1 Security Program

A user (MPERA or non-MPERA) must have security to log into any of our computer systems, and access our data files.

For our WEB-accessed systems, each user is set up as a database user. This is a manual process that allows an MPERA Security Officer to control specific user access to the Employer Web Reporting application. Each user is granted specific roles based on their business function. Each role has specific rights granted to the appropriate Oracle tables and PL/SQL packages. If the user is a Payroll Clerk (non-MPERA staff), the database limits access to their specific database table information through the use of row level security policies. A user is not allowed to view any information that is not directly related to the employer(s) that have been assigned to that user by an MPERA Security Officer. A user is only allowed three unsuccessful login attempts before their account is locked. To unlock their account, the user must contact an MPERA Security Officer directly. Once the user successfully logs in, they are only given access to the appropriate application areas through the use of menu-based driven security. All traffic between the client machine and the application server utilize 128 bit encryption over an SSL connection. Each user must reset their password every 60 days.

Our legacy systems (mainframe – IDMS) are protected by CICS security, ACF2 rules, and IDMS security classes. A user has to have security to access the active, retiree or VFCA legacy system – and within each of those systems, security to access specific data (security class codes). Each user must reset their password every 60 days.

The datasets that are created on the mainframe have ACF2 rules written for all of them. A user will have no security – view only security – or read/write security.

MPERA performs periodic reviews of staff security access to our databases.

SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

4.1 Goals

Goal Number 1:

ITG 1   Maintain ITSD recommended standards and policies.

Description: Maintain ITSD recommended hardware and software standards for MPERA staff and customers. Ensure MPERA is in compliance with state policies.
Benefits: To stay abreast of technological advancements, to obtain the support and knowledge of ITSD staff for maintenance and troubleshooting problems, to enable communication with other state agencies.
Beneficiaries: MPERA staff, MPERA customers, other state agencies.
Which state strategic goal(s) and/or objective(s) does your goal address? Montana Objectives: 1.1- Develop IT resources in an organized, deliberative and cost-effective manner, 1.6 - Continue to encourage and promote the use of innovative technologies for delivering government services, 4 - Protect individual privacy and the privacy of information contained within IT systems.

Supporting Objective/Action

ITO 1-1   Ensure MPERA is in compliance with state policies.

Describe the business requirements or business problem driving this objective:
  BR 5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective:
  To stay abreast of technological advancements, to obtain the support and knowledge of ITSD staff for maintenance and troubleshooting problems, to enable communication with other state agencies, to adhere to state policies.
Describe the anticipated risks associated with this objective: None.
Describe how this objective supports the agency IT goal:
  Ensure quality service and timely problem resolution and communication are provided to our members, employers and other customers by staying abreast of technological advancements and software releases.
What is the timeframe for completion of this objective: Ongoing
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?
  State policies are reviewed and any required changes implemented by effective date of policy.
  Relevant state polices are reviewed when hardware and software changes are identified.

Supporting Objective/Action

ITO 1-2   Implement an Information Security Program.

Describe the business requirements or business problem driving this objective:
  BR 5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective:
  To stay abreast of technological advancements, to adhere to state policies, to secure confidential information.
Describe the anticipated risks associated with this objective: None.
Describe how this objective supports the agency IT goal:
  Ensure quality service is provided to our members, employers and other customers by protecting individual privacy and the privacy of information contained within our IT systems,
What is the timeframe for completion of this objective: 2011
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?
  Implement an Information Security Program.

Goal Number 2:

ITG 2   Provide enhanced services, forms, and education through our Website

Description: Continue to add functions to our Website to improve customer service and education.

Benefits: To provide quicker, efficient processing and access to data. Reduce staff workload. Identify and evaluate service opportunities and data access issues from the perspective of both public and private sector costs and benefits. Improve customer service and education with the delivery of public services over a network that meets minimum standards throughout the state and expand citizen access to public non-confidential data that has economic value.
Beneficiaries: MPERA staff, MPERA internal and external customers.

Which state strategic goal(s) and/or objective(s) does your goal address?
1.1 - Develop IT resources in an organized, deliberative, and cost effective manner. 1.6 - Continue to encourage and promote the use of innovative technologies for delivering government services. 3 – Create quality jobs and a favorable business climate.

Supporting Objective/Action

ITO 2-1   Implement basic internet inquiry to provide members with basic member account information.

Describe the business requirements or business problem driving this objective:
BR3: Provide Education to our Stakeholders.
BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: Provide quality customer service by providing members the ability to access MPERA website to obtain basic member information allowing MPERA staff to focus on other priorities.
Describe the anticipated risks associated with this objective: Security of sensitive information.
Describe how this objective supports the agency IT goal: Customers can obtain basic member account information from MPERA website allowing MPERA staff to focus on other priorities.
What is the timeframe for completion of this objective: FY2011
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?   Basic member information such as contributions, interest, highest average salary, membership service years, service credit years and beneficiary information will be accessible to members through the MPERA website.

Supporting Objective/Action

ITO 2-2   Implement function to allow members to inquire, download and print member statements from MPERA website.

Describe the business requirements or business problem driving this objective:
BR3: Provide Education to our Stakeholders.
BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: Provide quality customer service by providing customers the ability to access MPERA website to download and print member statements resulting in a significant decrease in the financial cost to print and mail this information.
Describe the anticipated risks associated with this objective: Security of sensitive information.
Describe how this objective supports the agency IT goal: Members access to account statements is improved and MPERA staff can focus financial resources on other initiatives.
What is the timeframe for completion of this objective: FY2011
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?   Members can download and print annual statements through the MPERA website.

Supporting Objective/Action

ITO 2-3   Implement enhanced educational services through our website.
Describe the business requirements or business problem driving this objective:
BR 5: Provide Quality Service to our Members, Employers and other Customers.

Describe the benefits to be derived from the successful completion of this objective:
  Serve our members, employers and other customers by providing practical, time-saving, and cost-effective alternatives to personal attendance at classes, or training sessions. Presentations can be made available to much larger audiences, to be viewed at a time convenient to the individual user, and to be stored indefinitely for reference purposes
Describe the anticipated risks associated with this objective: None.
Describe how this objective supports the agency IT goal:
  Serve our members, employers and other customers by providing improved educational services.
What is the timeframe for completion of this objective: FY2012
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?   MPERA stakeholders will be able to view and complete training and educational presentations through the MPERA website.

Supporting Objective/Action

ITO 2-4   Implement function to allow members to estimate retirement benefits from MPERA website.
Describe the business requirements or business problem driving this objective:
BR3: Provide Education to our Stakeholders.
BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: Provide quality customer service by providing customers the ability to access MPERA website to estimate retirement benefits allowing MPERA staff to focus on other priorities.
Describe the anticipated risks associated with this objective: Accuracy of estimates.
Describe how this objective supports the agency IT goal: Members have the ability to run various scenarios for retirement to determine desirable retirement options. MPERA staff is able to focus on other priorities.
What is the timeframe for completion of this objective: FY2012
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?   MPERA staff and members of retirement systems other than PERS will be able to estimate retirement benefits using estimation tool accessible through the MPERA website. MPERA staff and members will be able to complete retirement estimation by drawing from member information on MPERA databases.

Supporting Objective/Action

ITO 2-5   Implement basic internet update to allow members to maintain member account information.
Describe the business requirements or business problem driving this objective:
BR3: Provide Education to our Stakeholders.
BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: Provide quality customer service by providing customers the ability to access MPERA website to *maintain* basic member information allowing MPERA staff to focus on other priorities.
Describe the anticipated risks associated with this objective: Security of sensitive information.
Describe how this objective supports the agency IT goal: Customers can maintain member information from MPERA website allowing MPERA staff to focus on other priorities.
What is the timeframe for completion of this objective: FY2013
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?   Basic member information such as address information, beneficiary information, direct deposit, tax withholding may be maintained by the member through the MPERA website.

Goal Number 3:

ITG 3   Implement new technology for critical MPERA processes, forms and documents.

Description: Critical business processes are paper driven, performed manually and labor intensive. Documents that are critical to successful completion of these processes are located in various places throughout MPERA. Incorrect record series profiles have been filed and RIM would like to destroy records that need to be kept 50 years. To improve records information management, business process functionality, and provide continuity of operations, processes need to be automated and an imaging system implemented.
Benefits: Improved business process functionality. Increase efficiency of MPERA staff, technology and workflow systems. Improved records information management. Protection of information due to recovery of misplaced or corrupted files and documents. Provide recovery of critical functions and records for continuity planning. Produce the maximum value for the time, effort and budget invested.
Beneficiaries: MPERA staff, MPERA customers, other state agencies.

Which state strategic goal(s) and/or objective(s) does your goal address? Montana Objectives: 1.1- Develop IT resources in an organized, deliberative and cost-effective manner, 1.2 Utilize IT best practices to implement and manage information technology systems in a coordinated manner inclusive of all units of government with common or related business objectives, 1.4 - Coordinate planning, development, and implementation of new information technology resources in conjunction with budget development and approval, 1.6 - Continue to encourage and promote the use of innovative technologies for delivering government services. Improve government services, 2.6 - Expand business continuity and disaster recovery planning, 4 - Protect individual privacy and the privacy of information contained within IT systems.

Supporting Objective/Action

ITO 3-1   Implement Imaging and Workflow System for critical MPERA forms and documents.

Describe the business requirements or business problem driving this objective:
BR1: Pay Retirement, Survivorship, Disability and Death Benefits & Refunds;
BR2: Collect & Process Employer, Employee and State Contributions,
BR5: Provide Quality Service to our Members, Employers and other Customers
Describe the benefits to be derived from the successful completion of this objective: Efficient use of IT resources, promote and use information technology. Recovery of critical documents in the event of disaster. Quick access to documents. Improved and efficient process workflow. Improve MPERA staff knowledge of structured project management methodologies.
Describe the anticipated risks associated with this objective: Development costs in equipment, time and man power.
Describe how this objective supports the agency IT goal: Collect & Process Employer, Employee and State Contributions, Pay Retirement, Survivorship, Disability and Death Benefits & Refunds; Provide Quality Service to our Members, Employers and other Customers.
What is the timeframe for completion of this objective: FY2011
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? A work plan will be developed to guide imaging and workflow functionality for MPERA. The imaging project is initiated and implemented during FY2011 beginning with the imaging of critical documents for records information management. The project will be reviewed at completion to highlight lessons learned and archive project knowledge gained.

Supporting Objective/Action

ITO 3-2   Develop new system functionality for member retirement processing.

Describe the business requirements or business problem driving this objective:
BR1: Pay Retirement, Survivorship, Disability and Death Benefits & Refunds;
BR5: Provide Quality Service to our Members, Employers and other Customers
Describe the benefits to be derived from the successful completion of this objective: Promote and use innovative information technology to deliver government services. Gain staff efficiencies and reduce manual errors. Efficient use of IT resources to implement and manage information technology systems in a coordinated manner. Improve MPERA staff knowledge of structured project management methodologies.
Describe the anticipated risks associated with this objective: Development costs in equipment, time and man power.
Describe how this objective supports the agency IT goal: Pay Retirement, Survivorship, Disability and Death Benefits; Provide Quality Service to our Members, Employers and other Customers.
What is the timeframe for completion of this objective: FY2012
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? A work plan will be developed to guide the development of this functionality for MPERA. The project is initiated during FY2011 with implementation in FY2012. The project will be reviewed at completion to highlight lessons learned and archive project knowledge gained.

Goal Number 4:

ITG 4   Continue emphasis on support and maintenance of existing IT infrastructure.
Description: Our current mainframe systems utilize IDMS databases. These applications are nearing the end of their life cycle, but are customized to our needs and continue to perform well. The feasibility of replacing these systems in the current state economy is not realistic. Emphasis will be placed on maintaining these systems to extract the maximum value from these systems for the time, effort and budget invested until they can economically be replaced.
Benefits: Improved business process workflow. Balancing our staff, technology and resources to produce the maximum value for the time, effort and budget we invest.
Beneficiaries: MPERA staff, MPERA internal and external customers, DOA/ITSD
Which state strategic goal(s) and/or objective(s) does your goal address?
1.1 - Develop IT resources in an organized, deliberative, and cost effective manner. 1.2 - Utilize IT best practices to implement and manage information technology systems in a coordinated manner inclusive of all units of government with common or related business objectives. 2.4 - Continue emphasis on support and maintenance of existing IT infrastructure.

Supporting Objective/Action

ITO 4-1   Maintain accuracy and integrity of data and improve process efficiency.

Describe the business requirements or business problem driving this objective:
BR1: Pay Retirement, Survivorship, Disability and Death Benefits & Refunds;
BR2: Collect & Process Employer, Employee and State Contributions,
BR5: Provide Quality Service to our Members, Employers and other Customers
Describe the benefits to be derived from the successful completion of this objective: Efficient use of IT resources, accuracy of information provided to stakeholders, efficiently managed information technology systems and realize maximum value from these systems for the time, effort and budget invested until they can economically be replaced.
Describe the anticipated risks associated with this objective: Time to complete mandated system changes.
Describe how this objective supports the agency IT goal: Collect & Process Employer, Employee and State Contributions; Pay Retirement, Survivorship, Disability and Death Benefits & Refunds; Provide Quality Service to our Members, Employers and other Customers.
What is the timeframe for completion of this objective: Ongoing through FY2015
Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Date processing within legacy systems will be reviewed and modified to adhere to business requirements. Critical retirement calculations will be automated to provide consistent and accurate values for MPERA internal use and for member reporting. Social security numbers will be masked and use limited.

Goal Number 5:

ITG 5   Keep business continuity plan up to date for disaster recovery.
Description: Establish documented disaster recovery plans for all computer systems and MPERA's server.
Benefits: Keep services available and required processes functioning despite any means of interruption.
Beneficiaries: MPERA staff, MPERA internal and external customers.
Which state strategic goal(s) and/or objective(s) does your goal address?
1.1 - Develop IT resources in an organized, deliberative and cost-effective manner, 2.6 - Expand business continuity and disaster recovery planning. 4 - Protect individual privacy and the privacy of information contained within IT systems.

Supporting Objective/Action

ITO5-1   Actively participate with the state Service Delivery Team for disaster recovery.

Describe the business requirements or business problem driving this objective: BR1: Pay Retirement, Survivorship, Disability and Death Benefits & Refunds; BR2: Collect & Process Employer, Employee and State Contributions; BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: MPERA disaster recovery plan is up to date and flexible to change with changing state environment.
Describe the anticipated risks associated with this objective: MPERA will be unable to respond timely and accurately to unforeseen events.
Describe how this objective supports the agency IT goal: Maintains MPERA ability to respond to unforeseen events in a timely manner and continue to provide quality customer services.
What is the timeframe for completion of this objective: Ongoing
Describe the critical success factors associated with this objective. Attend and participate in meetings and training. Improved reaction and recovery time.

Supporting Objective/Action

ITO 5-2   Work with ITSD to be a part of Disaster Recovery tests.

Describe the business requirements or business problem driving this objective:
BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: MPERA disaster recovery plan is tested and weak areas identified.
Describe the anticipated risks associated with this objective: MPERA will be unable to respond timely and accurately to unforeseen events.
Describe how this objective supports the agency IT goal: Maintains MPERA ability to respond to unforeseen events in a timely manner and continue to provide quality customer services.
What is the timeframe for completion of this objective: Ongoing
Describe the critical success factors associated with this objective. Actively participate with DOA in disaster recovery drills to test recovery of MPERA hardware and software systems. Improved reaction and recovery time.

Supporting Objective/Action

ITO 5-3   Review and update agency disaster recovery plan.

Describe the business requirements or business problem driving this objective:
BR5: Provide Quality Service to our Members, Employers and other Customers.
Describe the benefits to be derived from the successful completion of this objective: MPERA disaster recovery plan is documented, maintained, published and tested allowing MPERA to respond to events timely and with a minimum disruption to critical services.
Describe the anticipated risks associated with this objective: MPERA will be unable to respond timely and accurately to unforeseen events.
Describe how this objective supports the agency IT goal: Maintains MPERA ability to respond to unforeseen events in a timely manner and continue to provide quality customer services.
What is the timeframe for completion of this objective: Ongoing
Describe the critical success factors associated with this objective. Review disaster recovery plan each biennium. Make necessary changes and publish plan after review is complete.

SECTION 5: IT INITIATIVES (FY2010 – FY 2015)

5.1 IT Initiatives

Initiative 1 - Title: Imaging and Workflow System for critical MPERA forms and documents.

Description: Our current business processes are paper driven. Documents that are critical to successful completion of critical business processes are located in various places throughout MPERA. Imaging and workflow systems are needed to allow for recovery and improved business process functionality.

EPP Number (if applicable):

Initiative 2 - Title: Develop new software systems.

Description: Our current mainframe systems utilize IDMS databases. These applications are nearing the end of their life cycle, but are customized to our needs and continue to perform well. We would like to replace the retirement application, buyback application, retired application, active application and the Volunteer Firefighter application. The feasibility of replacing all these applications at one time in the current state economy is not realistic. Emphasis will be placed on replacing these applications in phases by identifying and evaluating these applications from the perspective of both public and private sector costs and benefits and, coordinating the planning, developing, and implementing of the new systems in conjunction with budget development and approval.

Our goal will be to extract the maximum value from the replacement of these systems for the time, effort, resources and budget invested.

EPP Number (if applicable):

SECTION 6: ENTERPRISE ALIGNMENT

6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

☐ Government Services

☐ Public Safety

☑ Human Resources

☐ Environmental

☑ Education

☐ Economic

☐ Cultural Affairs

☐ Finance

SECTION 7: EXPENDITURES

7.1 Planned Agency IT Expenditures

Expense Category	FY2010		FY2011		FY2012		FY2013		FY2014		FY2015
Personal Services	$620,312		$663,734		$710,195		$759,909		$813,102		$870,020
Operating Expenses	$625,531		$669,318		$716,170		$766,302		$819,994		$877,340
Initiatives	$30,000		$1,000,000		$5,000,000		$5,500,000		$6,050,000		$6,655,000
Other expenditures	$9,307		$9,958		$10,656		$11,401		$12,200		$13,054
Totals	$1,285,150		$2,343,011		$6,437,021		$7,037,613		$7,695,246		$8,415,413

The Public Employees' Retirement Board approves its budget on an annual basis. FY2010 is the actual budgeted amounts. For estimating purposes, FY2011 - FY2015 were increased by 7% annually. The initiatives were based on implementation of similar projects and were increased annually.

SECTION 8: ENTERPRISE IT INVENTORY

8.1 Inventory Update

Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? Yes

Date that Agency last updated their IT Inventory: 7/1/2009

SECTION 9: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that support the agency's IT Plan.   Some examples might include other COI participation, reference to other IT plans such as GIS plan, eGovernment plan, security plan, staffing issues and constraints, etc.